



Supporting Demanding Professionals at

LAW FIRMS



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STREAMLINING YOUR BUSINESS AND CUTTING COSTS

In response to increasing profit pressures, global law firms are working with lower cost service providers to support a wide range of functions. By delegating to a specialist provider, firms reduce overhead costs and eliminate management headaches.

Integreon is the established leader in support for the 'Middle Office' and beyond, spanning functions including:

- Secretarial support, legal word processing and transcription
- Library services, KM, business development and legal research
- IT support, HR administration and finance & accounting
- E-Discovery and document review

Across all these services, Integreon delivers the high quality support our clients demand, at lower cost. Our track record is proven: no other provider with such a complete range of services has been working with law firms longer than we have.

OUTSOURCING THAT FITS

For many law firms, the primary objection to outsourcing has been concern about quality, data security, and native language communication. At Integreon, our managers are experienced western lawyers who have practiced law in the US and UK. Our dedicated teams of lawyers, paralegals, researchers, data specialists and other support staff have been educated at leading law schools and universities around the world. We train and manage every associate to rigorous standards in communications and client services. All data is held on law firms' own servers or housed in one of our secure, dedicated delivery centers.

"By outsourcing our word processing to Integreon, we were able to cut overtime, provide better coverage to our London, New York, and Hong Kong offices, and save about \$5.3 million a year."

*— Global Director of Support Services
for a Top Global Law Firm*

With locations worldwide, Integreon assembles customized teams to support your organization. Our staff can be based onsite at your offices, onshore at our US and UK delivery centers, or offshore at our lower-cost delivery centers in India and the Philippines.

INTEGREON'S GLOBAL FOOTPRINT

2,000 employees across the globe offer 24 hour coverage for all time zones, assuring quick turnaround as well as business continuity in the event of a local disruption.

Integreon offers onsite, onshore, offshore, and multi-shore solutions to suit your needs.



ASSESSING CLIENT PERCEPTIONS

A recent survey of law firms indicates that clients have an overwhelmingly positive view of outsourcing because of the cost benefits. The value proposition is clear: Clients are willing to pay premium fees for appropriate high-value services from large firms, but are keen to save money on the administrative and process-oriented tasks that don't require their attorneys' direct attention.

32 of the AmLaw 50 have trusted Integreon with a broad range of services, including document review, e-discovery, contract drafting and review, business intelligence, knowledge management, word processing, finance and accounting and other administrative support.

SECRETARIAL & DOCUMENT SUPPORT

- Legal Word Processing, Transcription and Proofreading
- Presentation Graphics, including Pitch Support
- Concierge and Travel Desk

LIBRARY SERVICES AND KM

- Legal and Business Research
- Management of Library and Subscription Services Procurement
- Desktop Training Resources

BUSINESS DEVELOPMENT SERVICES

- Business Development Research (Companies, Markets, Sectors and Competitors)
- Marketing Materials, Newsletters and Pitch Support
- CRM Database Management and Reporting

LEGAL RESEARCH

- Case Law Research
- Legal Memos
- Legal Trend Awareness

IT SERVICES

- IT Strategy and Innovation
- Network and User Account Management
- IT Support (24x7 1st, 2nd and 3rd line support)
- IT Training

BUSINESS AND HR ADMINISTRATION

- Billing, Accounts Payable, and General Ledger
- Management Reporting and Analysis
- Payroll Management
- Hiring and Intake Administration

MANAGED DOCUMENT REVIEW

- Privilege
- Responsiveness
- Due Diligence

E-DISCOVERY

- Data Forensics and Collection
- Data Analytics, Processing and Hosting
- Project Management and Consulting

ABOUT INTEGREON

Integreon focuses exclusively on providing the highest-quality professional services in areas where we can guarantee deep domain experience and an outstanding track record. Service offerings include:

- Legal KPO
- Document KPO
- Research KPO
- Business Services

We have over 10 years of experience, delivering the highest quality service to

- 2 of the 3 largest global law firms
- 32 of the AmLaw 50 and 14 of the top 50 UK firms
- 7 of the 10 largest investment banks
- Many top-tier private equity firms and hedge funds
- Dozens of Fortune 100 and FTSE 100 corporations

- ✓ ISO 27001:2005 Information Security certified
- ✓ ISO 9001:2000 Quality Management and Quality Assurance certified
- ✓ U.S.-European Union Safe Harbor certified



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CONTACT US

www.integreon.com
 sales@integreon.com
 US 866 312 7023
 UK 0800 520 0447



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